

<b>Date of Incident</b>	12-08-2021
<b>Prepared By</b>	Kaitlin Benner
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 12-11-2021 at 07:39 PM.
<b>Property</b>	Haverford Court
<b>Time of Incident</b>	12:30:00
<b>Location of Incident</b>	East building parking lot facing Malvern st.

Description of Incident
Kaitlin Benner was pulling into the parking lot after returning from a trip from Lowe's around 12:30pm. After parking her car and gathering her belongings Kaitlin was approached by a man in a dark hoodie and pants from the passenger side of a silver Nissan which was idling in the center lane of the parking lot. The man blocked Kaitlin from exiting between the parked vehicles and pulled out a hand gun from his left pocket. The man demanded Kaitlin hand over her personal belongings and the key to her vehicle, he told her if she screamed or tried to run he would shoot her. The man snatched Kaitlin's wallet and keys from her bag when she would not hand them over he then proceeded to enter her vehicle and leave the lot behind the silver Nissan he had originally exited the passenger side of. Kaitlin immediately dialed 911 to report the incident and then called her regional manager John Samuel.
Corrective action taken at the time of the incident
Contacted police, scheduled a nightly security patrol with cardinal between 4pm-10pm, sent out written correspondence to all residents
What we have done related to Customer Service and helping the resident, if anything?
No residents were involved in this incident but a letter was sent out to all residents addressing the incident
Witnesses names and phone number
Kaitlin Benner 215-983-8858
Is criminal activity involved
Yes
Criminal activity involved
Armed Robbery
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
<a href="http://Will upload">http://Will upload</a>
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
Yes
Team Member Name
Kaitlin Benner
Did this incident involve a vendor?
No

